West Carleton Patient Health Portal Communications

Have you wondered how information flows between your medical provider and yourself when you use the WC Patient Health Portal. This document will describe the flow of communications works.

Let's use a simple example:

Your medical provider asks you to take daily blood pressure readings for 2 weeks. After the 2 weeks you would expect some direction from your provider.

We assume you are a registered Health Portal user and know how to enter Blood Pressure (BP)readings. If you don't consult the User Manual in the My Library section.

- Each day you take your BP and login to the portal and enter your readings.

Every time you enter the readings, the data is stored in your Electronic Medical Record. Any member of your care team may review the current data at any time.

- You have completed the two week period of taking your BP.

The provider that asked you to take the readings for 2 weeks could have created a follow-up in the system to review your results, but for this discussion, let's assume that they did not, so how do you advise your provider? Even if they did, you can still send a Question.

- Lets use My Questions to send a message. "Subject: Blood Pressure Readings" "Question: As directed by my provider, I have completed the 2 week period of taking the BP readings. Please advise provider. What do I do now?"

Our staff that monitor and respond to the questions will forward this question on to your health care provider.

- The provider will then review the BP data that you have submitted and will send you a message via the Health Portal.

When a message is sent to the Health Portal, the Health Portal will send you an email informing you that there is a message waiting. When you login to the Portal and read the message, the message will be noted (in the EMR) that you have read the message. The message is part of your EMR records.

The messaging (generated by staff or internal processes) is separate from My Questions and can be used independently at any time.